

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I feel that some of the services even though not used are still needed, like the arts and crafts center and the automotive center. If that were to go away, people would complain. It is nice to have stuff near by when you really need it, even though you do not need it all the time. I think MWR has great events and does go to the extent of helping out the soldiers. The only thing is you can't really force a soldier to do fun stuff. I strongly believe that an effort is being made to entice soldiers to come out and enjoy life the MWR way. Great program. One last thing, how come I never win any of the drawings for free stuff. LOL Mahalo SSG Carrasco

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Housing here is Hawaii on Schofield Barracks is in terrible condition. This division was deployed for 12 months, and not one new house was built during that time frame. They have quarters and subdivisions that have been vacant for over 24 months, this is a big morale booster for Soldiers, it is a quality of life issue. I think I could have had more Soldiers stay in the army if they could either live on post or have affordable housing off post. I have been in the Army for 20yrs, and this is the worst housing I have ever lived in... We always look at the signs that say MWR money pumped back into this post, but where is it all going too? If you want to keep quality Soldiers in the Army fix this housing fast...

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

MWR services are a great idea, but no one wants to come on post to see the same people they just left. The hours are long and the weekends are short. All I want to do is rest and be with my kids, what little time I get to spend I hold dear to my soul.

**installationId**    34    Fort Shafter/Schofield Barracks

**Patron Group**    Active Duty

**Hear About MWR**   

**Music**   

**Golf Most Prefer**   

**Golf Least Prefer**   

**Bowl Most Prefer**   

**Bowl Least Prefer**   

**Child Care Prog**   

**ACS Concerns**   

**Overall Comment**

I would like to see the movie theater on post show the same movies as off post for the discounted price. I think that the car wash needs to be upgraded. I think that there needs to be another kind of resturant built on post so that soldiers will not have to rush during lunch hours to get something to eat. All of the current resturants are always packed during lunch hours and the town of Wahiawa is always jammed packed.

**installationId**      34      Fort Shafter/Schofield Barracks

**Patron Group**      Active Duty

**Hear About MWR**     

**Music**     

**Golf Most Prefer**     

**Golf Least Prefer**     

**Bowl Most Prefer**      never use

**Bowl Least Prefer**      never use

**Child Care Prog**     

**ACS Concerns**     

**Overall Comment**

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I live in AMR and just found the facilities. The Library is too small and the youth camp is to expensive (but worth the cost). My spouse has become disabled since being stationed here which impacts our life greatly. I would like to see more youth activities through out the summer and into the school year.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

Do not buy bowling equipment

**Bowl Least Prefer**

Do not buy bowling equipment

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Library should have current books to read.

The installation should have an NCO club.



**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I would like to see OFF-ROAD activities of all types (Jeep trails, ATV, Dirt bike) There are a lot of Off road vehicle owners and we have to find places that are off post and many times places that we arent welcome. The MWR should create area's in our back yard for off roaders to safely drive our trucks. There could be classes to new and experienced drivers on how to manuver and safe winching practices for people that like to get themselves stuck. The army has a great MWR program but us offroaders are always shut out from the sport we love, instead of putting up fences and making us go elsewhere, create parks and trails for us to use.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

When I get off work I don't want to be near a base so off post activities are always going to be better. MWR services on post make me feel like I am still at work. If the Army gets more off posts MWR facilities such as the Hale Koa, I am sure that I will utilize them.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I would like to see a feneced in mini-soccer field. This would be similar to a tennis court but with small soccer goals added on concrete or astro turf carpet.

Thanks!

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

All MWR Services are needed by all soldiers at different times and circumstances. Please maintain all the programs and keep improving. Thanks for your service. You are all appreciated for what you believe and stand for. The soldiers and their family members need your services.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I have not been informed of anything to do with MWR activities I know nothing about them and I would like kto know more.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

We need a indoor rock climbing area.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

The ITR office is a great help for us to be able to enjoy life in Hawaii at a reasonable price. Thanks so much for offering the service!

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

I do not buy bowling equipment

**Bowl Least Prefer**

I do not buy bowling equipment

**Child Care Prog**

**ACS Concerns**

**Overall Comment**



**installationId**      34      Fort Shafter/Schofield Barracks

**Patron Group**      Active Duty

**Hear About MWR**     

**Music**     

**Golf Most Prefer**     

**Golf Least Prefer**     

**Bowl Most Prefer**     

**Bowl Least Prefer**     

**Child Care Prog**     

**ACS Concerns**     

**Overall Comment**

lower the cost to the soldiers. Especially the airline tickets.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Need to include more MWR trips around Hawaii and away from Hawaii (Mainland and overseas).

**installationId**    34    Fort Shafter/Schofield Barracks

**Patron Group**    Active Duty

**Hear About MWR**   

**Music**   

**Golf Most Prefer**   

**Golf Least Prefer**   

**Bowl Most Prefer**    i don't buy equipment

**Bowl Least Prefer**    i don't buy equipment

**Child Care Prog**   

**ACS Concerns**   

**Overall Comment**

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

Reggae

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Since I just spent a year in Afghanistan, you can probably disregard this survey, but I was asked to do it. I find the MWR flyer outside the Commissary to be the best source of info on the MWR events for the month.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

Goodwill

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

installationId	34	Fort Shafter/Schofield Barracks
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Patron Group	Active Duty
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Hear About MWR	
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Music	Hawaiian
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
--------------	--

Overall Comment	
-----------------	--

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

nevada bobs

**Golf Least Prefer**

**Bowl Most Prefer**

mak bowl pro shop

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I would like to see all the facilities that have a Wednesday to Sunday schedule go to a Tuesday thru Saturday schedule. Just for the fact that on Sundays are usually a slow day and parts are hard to buy. I have heard customers complain about why the shop is open on Sundays if the shop knows that they cant get any parts. Also, to the fact that all of the employees that work on Sundays have time taken away from alot of the "family" events that usually go on, on Sundays. They must have missed out on alot of events from birthdays to mothers and fathers days. I think that it is important for them to spend time with their families too, even though they are trying to serve us.

Thanks



**installationId**      34      Fort Shafter/Schofield Barracks

**Patron Group**      Civilian

**Hear About MWR**      Midweek Supplement

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

The swimming pools should offer lap swimming at a convenient time-after work, early morning or at lunch time.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

do not own bowling equipment

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

MWR is aimed at soldiers and does nothing for me except offer food service during the day.

**installationId**      34      Fort Shafter/Schofield Barracks

**Patron Group**      Civilian

**Hear About MWR**

**Music**      Hawaiian

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Civilian

**Hear About MWR**

**Music**

Hawaiian

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Youth and Adult volleyball instruction and league

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**



**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

No comments at this time.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I have noticed that if you are a civilian empolyee and you know someone working at the Waianae Army Recreation Center, you can get a cabin with no questions asked. I am a GS-11 and have been trying to get a cabin at WAAR but I seem to always be on a waiting list and never get called. But yet if you know someone that works in the office or a lifeguard on the beach, you have no problems reserving a cabin. IT IS WHO YOU KNOW, and that is just not fair.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I hope that the Arts & Crafts Center (ceramic department especilly) does not close down. The people that work there have much to share with others.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

DoD civilian's don't have full access to facilities or stores.

**Overall Comment**

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Civilian

**Hear About MWR**

the excellent updated web site

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

Lack of EFMP program

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

As a single male civilian living off post in Hawaii, I do not have many reasons to make use of MWR services. During my 4 years working for the Army in South Korea, MWR was much more important to me and I used the services much more often.



**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

No comments.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Civilian

**Hear About MWR**

**Music**

Hawaiian

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

As a civilian employee, it is sometimes unclear as to what services are open to me. It is embarrassing to walk into a business and be told that you are not authorized to use/purchase services there just as you are about to pay.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Civilian

**Hear About MWR**

**Music**

hawaiian

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I would like to see more availability in the cdcs. The waiting lists are discouraging to working parents with young children. I would like to see better hours of operation in the cdcs and the restaurant. I think the amount that people pay for the use of the cdcs is too high and should be lowered. I would like to see more restaurants with more variety on post. It would be nice to see mommy and me classes offered on the weekends vice during the week. This would make it easier for working moms to attend also.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

MWR should replace the Kalakaua Golf Course that was taken away for housing ASAP. It's been a half a year now since they closed the course and not thing has been finalized to replace the course as they promised.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**



**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Civilian

**Hear About MWR**

**Music**

Musicals

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Most Army MWR facilities in are in need of repair and has reflects badly on program delivery.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Great to have a tour package to Vegas.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Civilian

**Hear About MWR**

**Music**

Hawaiian

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Not enough info on MWR programs/facilities and whether or not DOD civilians are eligible to participate or not. Appears majority of MWR programs are for soldiers and their families. Need more information and/or marketing on the programs/facilities that DOD civilians may take part in.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Would like to see an animal boarding facility on post at Schofield Barracks, rather than at the State Animal Facility in Halawa Valley. One next to the Veterinary Clinic would be very beneficial to the animals and owners alike.

Also would like to see better food served at the Nehelani. Perhaps like the food at the Hale Ikena and the great buffets they put out.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

I am a civilian worker

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I still do not understand the logic for closing Kalakaua Golf Course for the purpose of building family housing and having 147 million dollars allocated for acquisition of a new Golf Course. Why didn't the powers to be leave Kalakaua alone and purchase property for building of the housing. I have heard several reasons for this action but NONE of them make logical sence!

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Retired

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Located on the Island of Hawaii, there is no opportunity to participate in any MWR activities. This survey did not represent the shortcomings in our zip code.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Retired

**Hear About MWR**

See Comments

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

After working at Fort Shafter for 15 years I retired and relocated to Hawaii Island about 200 miles away from Oahu Island. Since both MWR/ACS programs and services are not available on Hawaii, my answers to your survey questions are most likely very different from someone with access to those services. Perhaps your future surveys should be limited to those who have ready access to the MWR/ACS programs.



**installationId** 34 Fort Shafter/Schofield Barracks

**Patron Group** Retired

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

### Overall Comment

1. Army Community Theater at Richardson Theater is wonderful.
2. Army golf courses on Oahu are in terrible condition... does anyone care? Recently, I joined a country club because Leilehua's maintenance is so lousy... and Shafter's course is so poorly maintained it's a joke. Along with the closing of Kalakaua GC (with no replacement -- this is lousy!), Army golf has gotten so bad over the past decade that I simply can't believe it. Yet Navy/Marine is undergoing major renovations, Hickam is good, even Klipper is in good condition. It seems like there are too many chiefs and not enough Indians involved in MWR golf.. either that or no one is held responsible for performance!
3. Leilehua GC's clubhouse is pathetic. Only recently is there a working TV there... and the food is often really shaky. Nice people though... esp. since the folks from Kalakaua came over there. Queue control to check-in is crummy and slow. Why no high-tech?
4. Army MWR golf shops are not bad.
5. The ceramics operation on Shafter has a very nice holiday sale of items.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Retired

**Hear About MWR**

**Music**

Hawaiian

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

The MWR has givin great services for our troops and families, serving here on the islands and also to include our retiree's.  
Mahalo for a job well done!

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Retired

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

No comments at this time.

**installationId**      34      Fort Shafter/Schofield Barracks

**Patron Group**      Retired

**Hear About MWR**

**Music**      Local Music

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

<b>installationId</b>	34	Fort Shafter/Schofield Barracks
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<b>Patron Group</b>	Retired
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<b>Hear About MWR</b>	
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<b>Music</b>	
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<b>Golf Most Prefer</b>	
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<b>Golf Least Prefer</b>	
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<b>Bowl Most Prefer</b>	
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<b>Bowl Least Prefer</b>	
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<b>Child Care Prog</b>	
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<b>ACS Concerns</b>	
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**Overall Comment**

Schofield Barracks provides an excellent array of MWR services and activities for Active Duty military personnel and retired military personnel who choose to participate. The golf program is especially well developed, provisioned and staffed.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Retired

**Hear About MWR**

Army Echoes

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I am retired from the Army - since Feb 1989. I am 15 years into a 25 year career with the Department of Homeland Security. I live too far from US Army Post but I do go to Kaneohe Marine Corps Air Station quite often as it is much closer to my home in Kahalulu (Kaneohe), HI. The facilities there are very nice and new and they don't mind us Army guys using!

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Retired

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

The fitness centers on Schofield Barracks are excellent. They have a lot of free weights and area to use them. The exercise machines are great and there is a machine to address any part of the body you wish to work. Additionally the fitness center near the SGT Smith Theater provides additional training and a personal trainer can help you meet your goals. I am very please use and be a part of the Schofield Barracks family.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I am a disabled veteran and on occassion I have been turned down at the golf course because I could not walk the course. This happens when the golf course personnel determine that the course is too wet for riding carts. This makes no sense, as I would spend less time on the course itself if I were allowed to ride the cart paths than a person walking the course with a pull cart. This amounts to discrimination since abled bodied people are allowed to play and I am not.



**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Retired

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I have no comment at this time.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Retired

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Survey not applicable for off islanders. Services only available on Oahu.  
For Outer Islands, need improvement/upgrade in merchandise and service of the exchange system. No outer island has a commissary.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Retired

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

As you will note, I am residing on the Big Island(Hilo). Only recreational area available is KMC. Services are adequate for what they offer, ie lodging, camping, golfing, tours etc. Very good facility. No other major military installation is present on Island that offers what your survey indicated. My responses would be a little more positive if that were the case.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Retired

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Mr. Otagura is doing an outstanding job. He is an exceptional leader whom the rank and file respect. I was at KMC on the Big Island with 7 family members. The receptionist, Gina is an example of the team that Ted has molded. Extremely helpful and proud of the MWR even that far from the "flag pole."

Mr. Peter Loo at the Hale Ikena is another great example of how Ted has been successful in creating a business that is successful in spite of the challenge of today's market, especially at Ft. Shafter which is notorious for not supporting MWR programs.

Tripler has an exceptional Guest House that a few years ago was at the bottom of the pack. He selected the right people to bring it up to standards and beyond that. We are proud of the Tripler Guest House, Tripler Gym and excellent ball field. We were disappointed recently when the Vice Chief, General Cody, visited Hawaii and Tripler and was scheduled to visit the Guest House so he could see first hand how MWR treats the family members of deployed soldiers, especially those hospitalized. He missed a golden opportunity to talk with residents of our beautiful guest house.

Hawaii MWR has done more for returning 25th Division soldiers and their family members than is known. It is a command that cares about the family and does something when the warriors leave town. We are a good example of the phrase "lucky you live in Hawaii." Our Community Activities and MWR deserve a big pat on the back and it is something that is seldom given.

Another MWR team that deserves praise is John Jeffers, Cheryl Apo and John Lee at the Hale Koa Hotel. That is without a doubt the best Hotel in Waikiki and the entire military. What makes them so good is the attitude that the leadership team has built over many years. They do so much for everybody that you should know we consider them the flagship for DoD MWR.

Finally the MWR in Hawaii is totally committed to the retired military. They give the retiree equal footing with the active forces as to access and the retirees understand that active need and deserve a priority, but the think Ted has been able to do is treat the retiree and their family with dignity and make them feel welcome to use our facilities. He has also made strong headway to embrace the DoD civilian force, encouraging them to use our facilities when capacity is available.

We ask you to come to Hawaii and see for yourself why those of us that live here, love it here.

Thanks for giving me this opportunity to express myself on behalf of my family and the Army retiree in Hawaii.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Retired

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Do plan on using travel pat of MWR in future

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Retired

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

A big concern I have is the closure of the Kalkau Golf Course to construct new housing units. I understand the importance of the additional housing but no information was given out about the future plans to either construct another course or to have a local course we could use at the military rate.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Retired

**Hear About MWR**

DO NOT HEAR

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId** 34 Fort Shafter/Schofield Barracks

**Patron Group** Retired

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

As an Army retiree, my wife and I primarily use the exchange, medical and commissary facilities (army, navy, air force and marines). However, we do notice the numerous ACS/MWR facilities which are available to active duty members and their families. We do travel Space A regularly and would like to see more Space A lodging.

Also, since we all need to be more health conscious, could there be more vegetarian choices for food services, and organic choices in the commissary?



**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Retired

**Hear About MWR**

letter

**Music**

International

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

new bee

**Overall Comment**

Many thanks for this survey. It not only helped you, but it helps me also. Spent 30 years in the military, and I have seen the many improvements. Left this beautiful island of Hawaii in 1956, and recently returned, to make it my home of residence. I have just returned in October of 2004. It was difficult for me to answer the survey as it should be. But inform the rest of the gang, they are, all during a great and fine job. Nothing is impossible with God. God bless, in Christ Jesus, brother K.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Spouse

**Hear About MWR**

**Music**

Hawaiian local music

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

Navy preschool

**ACS Concerns**

a little too far to drive

**Overall Comment**

I feel that the Army does not offer enough programs or activities for younger children. Daycare is the only option for many children under age 4. For those of us who are stay at home parents, we are looking for activities to stimulate our children and allow them to work on social skills. We don't need daycare. Programs for the younger kids ( like the navy's pee wee sports) would be a great addition to the army MWR service. To top that offering activities (like mom and me programs) that would incorporate children under three would be wonderful.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Spouse

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I can honestly say that I have been extremely disappointed with the dining facilities on post. Reggie's is simply the worst place to eat and the only reason I continued to go was the convenience to the house during the deployment. The service is horrendous and the food is only mediocre at best. I feel that if the Army wants to change or improve for the families, they need to take a look at the quality of service and food at Reggie's. I believe Reggie's is an embarrassment to the Army.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Spouse

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

ACS offered Spouses Night Out every Thursday night while the Soldiers were Deployed. They are discontinuing this program and their are still Soldiers that are Deployed. I think that this was a GREAT program for spouses of deployed Soldiers to go to once a week to learn a new craft or take a class or something. I think it's a shame that it's being discontinued. I think it should continue as long as they have Soldiers deployed.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

### Overall Comment

It is my belief that Schofield Barracks MWR has chosen to cater to families with a stay at home parent living on post. MWR events, even if hosted in people's homes, are almost always done on post and at times which are only accessible to individuals that are not working during normal business hours. Child Development Center hours on Schofield are restrictive and do not take into account that many personnel working on or living on Schofield do not maintain normal working hours (such as shift work). The Navy at least offers a 24 hour daycare facility. The fact that the Schofield Barracks pool charges dependents for use is ridiculous, majority of the pools on island do not charge.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Spouse

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Were my husband to be deployed I would want to participate in a waiting spouses support group program like what I have seen on other posts, specifically Ft. Knox, and Ft. Polk.

**installationId** 34 Fort Shafter/Schofield Barracks

**Patron Group** Spouse

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I really do like the services provided by MWR. I attended all the preview plays at Ft. Shaftner the last year and loved them!!!! A big THANKS to MWR for organizing them. The Queen Emma palace trip was great also and I have been back with visitors 3 time since then. How about a Palace Tour Trip????

I must comment in the quality of food provided by MWR.....much to be desired. I just can not eat at Reggie's at all. Nelhelani does a good job at salads but insists on poor quality of meats. Perhaps less quantity and more quality would be a better more healthy choice.... I realize it is cost driven but must be able to improve. The Hale Koa does a good job on food, maybe take a look at what they are doing.

One thing MWR could do a better job at is a more seamless flow between CYS and the Petersen child Center and the Benett Youth Center. The "office" personnel at Bennett do not seem to talk with the sports teachers and the customers frequently get caught in the cross fire. The same goes for the office personnel at CYS and the personnel at Petersen youth center. Better communication is much needed between the central registration and actual programs to assure a quality program. The customers are always in the middle of the 2 trying to work the system, it gets frustrating and makes people want to go off post for better quality services.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Spouse

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I would like to see programs for all the children that live in the housing areas. I feel that if the kids had something to do around their housing areas they would stay out of trouble and it would give them something too do.



**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Spouse

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I wish that there was more information about what MWR offers. I dont ever recieve flyers, the only way I know what they offer is by calling.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Spouse

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

DO not use

**Bowl Least Prefer**

Do not use

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId** 34 Fort Shafter/Schofield Barracks

**Patron Group** Spouse

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer** we dont shop for this

**Bowl Least Prefer** we do not shop for this

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Spouse

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Spouse

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

2 things:

- 1) The Martinez Physical Fitness Center could use more vibrant paint...color is dull and not energizing
- 2) I feel the prices for some items at outdoor rec are too high. The Kunia Navy outdoor rec rents some things SIGNIFICANTLY cheaper. Since when did MWR need to charge the soldier for anything? Maybe that AAFES money could be put to better use.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Spouse

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Rent only

N/A

**installationId**    34    Fort Shafter/Schofield Barracks

**Patron Group**    Spouse

**Hear About MWR**    ITR Office

**Music**

**Golf Most Prefer**    Have own equipment

**Golf Least Prefer**

**Bowl Most Prefer**    Have own equipment

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**



**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Spouse

**Hear About MWR**

**Music**

Blues

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Better and more Child and Youth facilities. The staff are great, but work in facilities that are not well maintained, peeling paint, grass growing in gutters, no air conditioning, no grass on playgrounds, etc.

The installation needs to use the recreational field for PT. The soldiers run in housing area which disrupt traffic flow and wake you up with their yelling. Need areas that accomidate their PT needs away from the flow of traffice on and off post and yelling in the housing area.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Spouse

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Being a military brat all my life I think this is one of the best MWR programs on any base I have ever been to.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Spouse

**Hear About MWR**

**Music**

Reggae

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Spouse

**Hear About MWR**

my spouse

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

- PLEASE we need a Rod and Gun Club at Schofield Barracks; this is a common and popular feature at other installations, yet I can't find anyplace to shoot here. Not only that, but the local community has extremely few (and expensive) ranges, either indoor or outdoor.

- Suggest that MWR offer some pet-related activities. Great programs I've participated in at other installations include: dog obedience training (participatory); education (pet/breed selection; taking care of your pet, etc.) and hobby clubs (keeping fish, pet shows, dog obedience trials). Perhaps MWR could form a club to help at the local humane shelters/pounds??

- In general, the food options on post are good, but the food there is SO BLAND!! It tastes like chow hall food, just presented a little nicer. And every soldier's main complaint about the chow hall food is that it has no taste. Talk to the Army cooks and they say, "we have to make it that way because not everyone can tolerate spice and they have to eat it." In a restaurant, though, you are choosing what to eat; please consider spicing up the food, especially the catered food.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Spouse

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

have not had good experience with employees

**Overall Comment**

More advertisement for children's activities. Make it easier to register with CYS if not needing child care.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Spouse

**Hear About MWR**

**Music**

HAWAIIAN

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I would like to be notified if there are ever activities going on, like the recent book fair that was held here on Helemano. But I never got to go because I didn't hear about it till it was over. I think a system should be worked out so we can find out in a timely and efficient manner. Thank you.

**installationId** 34 Fort Shafter/Schofield Barracks

**Patron Group** Spouse

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I am not sure if Aafes is part of MWR, but I avoid going to the PX/PXtra at all costs due to the attitude and unavailability of employees. I would rather spend more money off post to have better service. This also applies to the ITR on Schofield, I choose to drive to the NEX in Honolulu to get better service at their ITR. I also choose to go to other branch installations for bowling, night clubs, recreation and more due to not having it on Schofield, or the lack of quality service demonstrated by employees, including Hickam AFB Pearl Harbor, and Kaneohe MCB. The quality of activities offered on this installation is well below the standard compared to the other installations on island. I don't think we need to add more activities to the installation if they are going to be at the standard they are now.



**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Spouse

**Hear About MWR**

driving around

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

A gas station on Heleman Military Reservation. A pretzel stand, and a full-time movie theatre. More healthier food choices. A "real coffee" shop. Better quality equipment at the Outdoor Recreation Center.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Spouse

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

The price for bingo at the mwr is very expensive compared to other post's I have been to. Reggie's tried to improve, but I've quite eating there since their so called "improvement", food was being undercooked and the staff acted like it bothered them to do anything about. I was bothered by that since the food was my 12 year olds food. I feel there should be more services offered to the younger teens to occupy their time and keep them from wandering the streets with nothing to do on post. Thank You

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

The one thing that makes using MWR facilities difficult is that the hours of operation are unknown and definitely not convenient with our schedules. The people taht work in the facilities are very nice but also very unknowledgeable of their own services. They need to be trained better and be aware of their programs in detail.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Spouse

**Hear About MWR**

**Music**

**Golf Most Prefer**

spots authority

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Spouse

**Hear About MWR**

**Music**

**Golf Most Prefer**

walmart

**Golf Least Prefer**

**Bowl Most Prefer**

walmart

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

staff not friendly

**Overall Comment**

I feel that some of the employees working for MWR are unprofessional and rude. It makes me somewhat upset to see that most of the employees working for MWR are foreign born persons. It is often difficult to communicate with these people and very frustrating. I think MWR offers a lot of great programs and I know a lot of people who use the services more often than I do and really enjoy them. I probably dont use them as often because we dont live on post.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**    34    Fort Shafter/Schofield Barracks

**Patron Group**    Spouse

**Hear About MWR**   

**Music**   

**Golf Most Prefer**   

**Golf Least Prefer**   

**Bowl Most Prefer**   

**Bowl Least Prefer**   

**Child Care Prog**   

**ACS Concerns**   

**Overall Comment**

none

**installationId**    34    Fort Shafter/Schofield Barracks

**Patron Group**    Spouse

**Hear About MWR**

**Music**    hawallan

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**



**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

### Overall Comment

As a family that lives off post, I do not feel that the schedule or variety of MWR activities that are offered fit our needs. Most activities are timed to fit into the lifestyle of the non-working, living on- post family member. While many of the services at ACS might be worthwhile, they are not modeled to be accessible to a working family member that lives off post.

We are active users of the dining and club facilities of other military installations on the island of Oahu. The lack of an officer's club and the lack of a decent on-post dining option has caused us to take our recreation business elsewhere. For the first year we lived on island, we attempted to use the bar facility at Reggies several times a month and found the absence of working beer taps unacceptable. Since that point, we go off-post or to Navy or Air Force facilities. Continued exposure to lunch time offerings at the restaurant have also proved disappointing.

The advertisement of the Nehalani as a conference center seems ridiculous. At events that I have attended there, the audiovisual support is lacking and the design of group meeting rooms was poorly thought out.

The most satisfying on-post service that I regularly participate in is the food service at the Schofield Inn which is not run by MWR.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Spouse

**Hear About MWR**

**Music**

**Golf Most Prefer**

Tom's Golf Shop

**Golf Least Prefer**

**Bowl Most Prefer**

Wal Mart

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Some of the facilities are just getting run down; the Horse Stables on Wheeler need significant structural upgrades....members of that club are using their own money to maintain a safe environment.

I think MWR facilities/events are making a turn for the better. Just need to keep the quality equal to that offered off post.

Recreation areas are a must for good morale and great time away. You can't put a price tag on these facilities compared to the pay off they provide in terms of morale and quite honestly a benefit of serving.

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Spouse

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I do not but bowling stuff

I do not buy bowling stuff

poor front desk customer service, hours not fesible to dual working couples

**installationId**

34

Fort Shafter/Schofield Barracks

**Patron Group**

Spouse

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Would participate more if I was mailed a monthly newsletter. I find the online calendar difficult to follow and do not always remember to pick up an Hawaii Army newspaper (in which case, the MWR newsletter is not always included).